

BLACKWATER REGIONAL LIBRARY BOARD OF TRUSTEES MEETING

Franklin Branch
Wednesday
March 20, 2024
Board Meeting —3:00 pm

Budget & Finance Committee *will NOT* meet



**Blackwater Regional Library
Franklin Branch**

**280 N. College Dr.
Franklin, Virginia 23851**



Franklin, Isle of Wight, Southampton, Surry, and Sussex
www.blackwaterlib.org

Please notify Amy at 757-653-0298 x 304 if you are unable to attend or need directions.

Board Packet Contents

March 20, 2024

- Agenda – March 2024
- Minutes – February 2024
- Library Director’s Report
- Library Bills
- Monthly Statistics Report – February 2024
- Staffing and Workshop Report

**Blackwater Regional Library
Board Meeting
March 20, 2024**

Agenda

Franklin Branch

Call to Order

Adoption of Agenda – March 2024

Approval of Minutes – February 2024

Public Comment

Correspondence

Director’s Report

Committee Reports

- Budget and Finance
- Personnel and Policy

Review of Approval of Accounts Payable and File for Annual Audit

Unfinished Business

New Business

- Nominating Committee

Board Member Comments/Announcements

Announcement of Next Meeting

- April 17, 2024

Adjournment

**BLACKWATER REGIONAL LIBRARY
BOARD OF TRUSTEES MEETING MINUTES
February 21, 2024**

Present

Ora Briggs – Sussex County
Sylvia Claggett – Isle of Wight County
Rita Gibson – Isle of Wight County
Terri Hedgepeth – City of Franklin
Michelle Manfred – Isle of Wight County
Jessica Moore – Sussex County
Pam Vaughan – Isle of Wight County
Bill Worsham – Southampton County
Ben Neal – Library Director
Bonnie Lauver – Assistant Library Director
Debbie Carter – Budget & Finance Manager

Remote (via Zoom)

Judge Alfreda Talton-Harris – City of Franklin

Absent

MeChelle Blunt – Southampton County
Jennifer Cuthbertson – Southampton County
Deborah Dawson – Surry County
Connie Henderson – Isle of Wight County
Pam Lease – City of Franklin
Denise Tynes – Isle of Wight County

Chair, Bill Worsham called the meeting of the Blackwater Regional Library Board of Trustees to order at 3:09 p.m. at the Franklin Branch.

Agenda

Ms. Moore moved, and Ms. Manfred seconded that the agenda be approved as amended. The vote was unanimous.

Consideration of Remote Meeting Participation Requests

Trustee Talton-Harris requested to attend this meeting remotely. Mr. Neal read the Motion to Permit Board Member to Participate Remotely, filled in the required information, and Ms. Carter conducted a roll call vote.
Ayes: Briggs, Claggett, Gibson, Hedgepeth, Manfred, Moore, Vaughan, Worsham
Nays: none

Minutes

Ms. Briggs moved, and Ms. Manfred seconded the minutes be approved as presented. Ms. Carter conducted a roll call vote.
Ayes: Briggs, Claggett, Gibson, Hedgepeth, Manfred, Moore, Talton-Harris, Vaughan, Worsham
Nays: none

Public Comment

None

Correspondence

Staff thank you notes for holiday gift cards were circulated among Trustees.

Library Director's Report

Central/System-wide Updates

BRL sent four staff members to national conference LibLearnX in Baltimore, learning about library trends and ideas for innovation; overall over 35 trainings were completed by staff system-wide

As of February 13, 2024, BRL is fully staffed.

Circulation is month-to-month/YOY (+26% over previous January) at highest point since pre-pandemic, and has slightly outpaced last 2019-early 2020 numbers.

BRL partnership with Kiwanis' IsleREADS tutoring program has led to a nine point increase in test scores in affected classrooms at Hardy Elementary.

Committee Reports

Budget & Finance – Ms. Moore – The committee did not meet. Ms. Moore stated that Mr. Neal is keeping up with things in the General Assembly. Mr. Neal updated Trustees on the current status of a 2.5 million dollar increase in the budget for State Aid. Mr. Neal also distributed a handout of available budget hearing/meeting dates for BRL localities. Wells Fargo Advisor, Scott Carr, will make his annual presentation at the May 15, 2024 Board meeting.

Personnel & Policy – Ms. Vaughan – In November 2023, the Board of Trustees passed a budget inclusive of fine-free policies. The committee edited the Circulation policy verbiage to reflect that change, clarify and simplify the identification requirement, and excise some language that is duplicative or procedural in nature. The committee unanimously recommended these policy changes for adoption with an effective date of May 1, 2024. Ms. Carter conducted a roll call vote.

Ayes: Briggs, Claggett, Gibson, Hedgepeth, Manfred, Moore, Talton-Harris, Vaughan, Worsham

Nays: none

Accounts Payable

Ms. Vaughan moved, and Ms. Moore seconded that the accounts payable be filed for the Annual Audit. Ms. Carter conducted a roll call vote.

Ayes: Briggs, Claggett, Gibson, Hedgepeth, Manfred, Moore, Talton-Harris, Vaughan, Worsham

Nays: none

Unfinished Business

None

New Business

None

Board Member Comments/Announcements

Ms. Claggett – her sorority will collect new or gently used African-American or self-help books for the library during the month of March.

Ms. Briggs – celebrating Read Across America day on March 7, 2024

Ms. Moore – Wakefield and Waverly continue hosting book clubs. Waverly is planning an Easter program.

Mr. Worsham – was happy to see the BRL banner standing out on the news at the SP Morton event

Ms. Hedgepeth – Rawls Museum Arts is hosting a Gallery Talk with Annette Price on Sunday. Everyone is invited to attend, and to visit the museum to see her work.

Judge Harris – interested in reports/handouts from staff workshops

Announcement of Next Meeting

The next Blackwater Regional Library Board of Trustees meeting will be on March 20, 2024 at 3:00 p.m. at the Franklin Branch.

Adjournment

Ms. Gibson moved, and Ms. Manfred seconded the meeting be adjourned. Ms. Carter conducted a roll call vote.

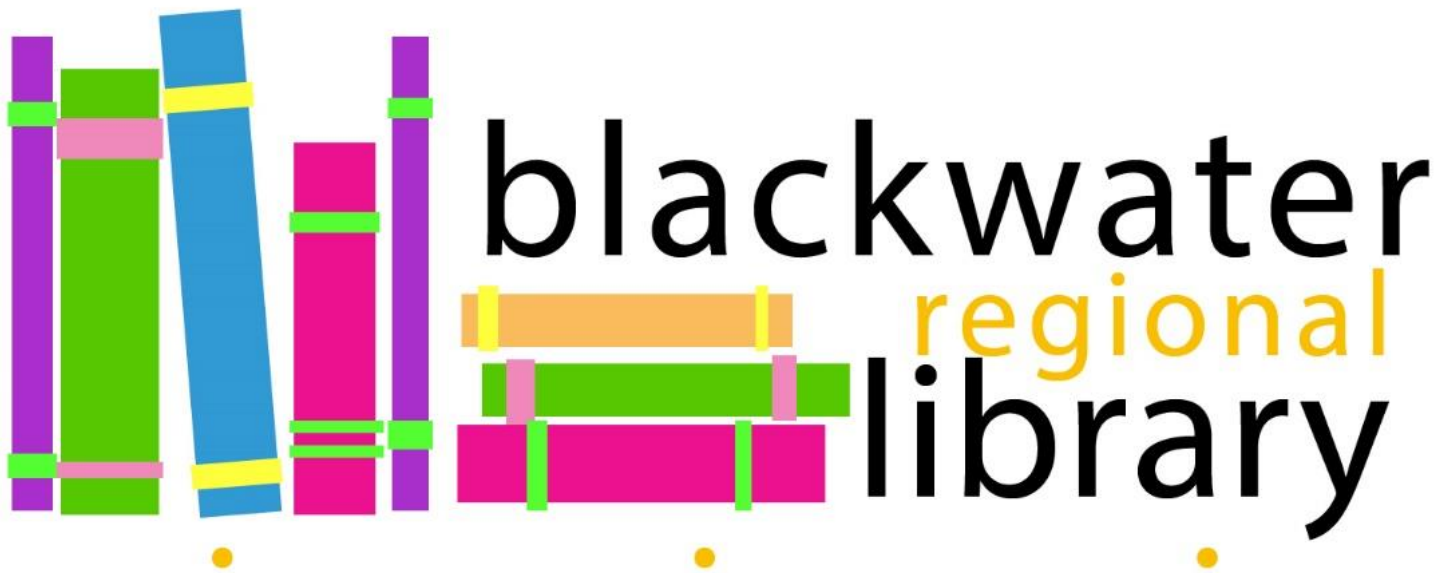
Ayes: Briggs, Claggett, Gibson, Hedgepeth, Manfred, Moore, Talton-Harris, Vaughan, Worsham

Nays: none

The meeting was adjourned at 3:58 p.m.

Respectfully submitted,

Debbie Carter for
Sylvia Claggett, Secretary



Franklin, Isle of Wight, Southampton, Surry, and Sussex
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Director's Report

March 2024

Admin Updates

- BRL staff has been busy meeting and updating procedures in anticipation of customer-centric improvements starting May 1st
- Winter Reading Program was a success, with a projected 200 area students registered and over 2,000 books circulated and read
- 20 Outreach events in February reaching almost 700 people throughout our community, in addition to Pop Up Libraries and Deposit Collections throughout service area

CALL TO THE COMMUNITY!

NEW BOOK DONATION DRIVE

SMITHFIELD ALUMNAE CHAPTER OF DELTA SIGMA THETA SORORITY INC, IS PARTNERING WITH BLACKWATER LIBRARY, REQUESTING DONATIONS OF **NEW** AFRICAN AMERICAN CHILDREN'S BOOKS.


DONATED BOOKS WILL BENEFIT CHILDREN AT BLACKWATER REGIONAL LIBRARY SITES, TO INCLUDE THE DELTA SERVICE AREAS OF:

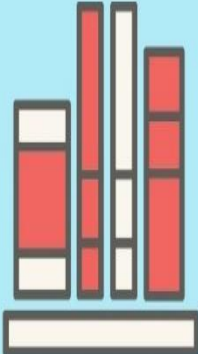
SMITHFIELD ~ CARROLLTON ~ SURRY ~ WINDSOR.

Drop-off points:
Smithfield Library
Surry Library
Windsor Library
Carrollton Library

March 1st-31st, 2024

**DONATE A BOOK
EDUCATE A CHILD**





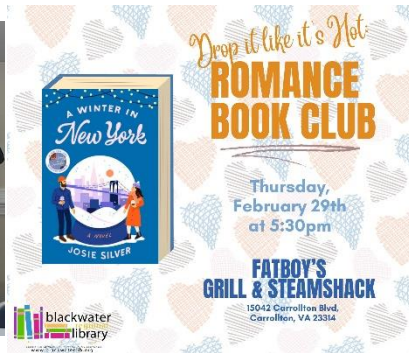
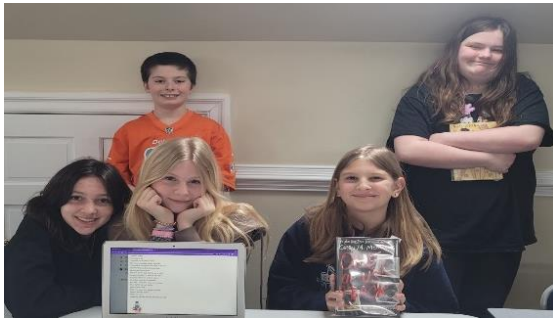
City of Franklin

- Franklin Craftsy group created their own St. Patrick's Day Canvas and their BRL Threads group reconnected and continued to work on their special projects
- Library continued to offer outreach in the community in local businesses, senior care facilities, and via other impactful avenues in the community



Isle of Wight County

- Carrollton branch had a busy month of activities including their Romance Book Club debuting at Fatboy's Grill in Carrollton. It attracted several new members and the restaurant staff has been great about embracing the program
- Smithfield Branch hosted Isle of Wight Museum's "What's Cookin'" program about cookbooks; our Afterschool Explorer's program focused on the art of Alma Thomas for Black History Month
- Windsor branch provided their monthly outreach with local food pantry, and their Teen Book Club continues to provide a great space for older children to talk about their favorite books!



72 In-House or Outreach Programs in Isle of Wight County reaching over 1100 people

Southampton County

- Southampton County Pre-K students from Meherrin, Capron, Nottoway & Riverdale Elementary Schools visited the Courtland Branch for a special program hosted by the Virginia Aquarium



- Courtland's Squishmallow After School Program was a lot of fun! Attendees painted Squishmallows on canvases, tried their luck at the marshmallow stack, enjoyed fruit flavored marshmallow treats and brought their favorite Squishmallow

Surry County



- Both locations had a busy month, where nearly 50 programs were presented for local residents



- PAWS to Read continues to be a big hit with families, Storytime has a committed crowd, and the Craftsy programs (particularly in Claremont) continue to thrive and provide great services to Surry County residents



Sussex County

- Libraries hosted a variety of programs for local students—ranging from Sussex Pre-K to Tidewater Academy to a local homeschool group. Various STEM and youth activities were offered to all local students
- Other ongoing programs include book clubs and Craftsy at both locations



Blackwater Regional Library

Library Bills

February 2024

| Type | Date | Num | Account | Amount |
|--------------------------------------|------------|----------------------|---------------------------|------------|
| 360IT Partners | | | | |
| Bill | 02/21/2024 | MSP245491 | 205 · Accounts Payable | -5,719.05 |
| Bill Pmt -Check | 02/21/2024 | 10850 | 126 · Operating TowneBank | -5,719.05 |
| Bill | 02/29/2024 | CW244986 | 205 · Accounts Payable | -212.00 |
| Bill | 02/29/2024 | CW245649 | 205 · Accounts Payable | -195.00 |
| Bill | 02/29/2024 | CW245650 | 205 · Accounts Payable | -18.00 |
| Bill | 02/29/2024 | MSP245863 | 205 · Accounts Payable | -955.50 |
| Bill Pmt -Check | 02/29/2024 | 10878 | 126 · Operating TowneBank | -1,380.50 |
| ACORE | | | | |
| Bill | 02/21/2024 | 40122-2 | 205 · Accounts Payable | -1,744.00 |
| Bill Pmt -Check | 02/21/2024 | 10851 | 126 · Operating TowneBank | -1,744.00 |
| AFLAC | | | | |
| Bill | 02/29/2024 | 261452 | 205 · Accounts Payable | -1,134.70 |
| Bill Pmt -Check | 02/29/2024 | 10879 | 126 · Operating TowneBank | -1,134.70 |
| Amazon Capital Services | | | | |
| Bill | 02/29/2024 | 16MV-16YG-771W | 205 · Accounts Payable | -304.13 |
| Bill Pmt -Check | 02/29/2024 | 10880 | 126 · Operating TowneBank | -304.13 |
| Anthem Blue Cross/Blue Shield | | | | |
| Bill | 02/21/2024 | 000775038F | 205 · Accounts Payable | -15,199.00 |
| Bill Pmt -Check | 02/21/2024 | 10852 | 126 · Operating TowneBank | -15,199.00 |
| AT&T | | | | |
| Bill | 02/29/2024 | 1179235282 | 205 · Accounts Payable | -3.20 |
| Bill Pmt -Check | 02/29/2024 | 10881 | 126 · Operating TowneBank | -3.20 |
| Baker & Taylor | | | | |
| Bill | 02/21/2024 | 5018748233 | 205 · Accounts Payable | -5,686.99 |
| Bill Pmt -Check | 02/21/2024 | 10853 | 126 · Operating TowneBank | -5,686.99 |
| Bill | 02/29/2024 | 5018768435 | 205 · Accounts Payable | -5,630.53 |
| Bill Pmt -Check | 02/29/2024 | 10882 | 126 · Operating TowneBank | -5,630.53 |
| Baker & Taylor - Laminate | | | | |
| Bill | 02/21/2024 | 5018760139 | 205 · Accounts Payable | -280.80 |
| Bill Pmt -Check | 02/21/2024 | 10854 | 126 · Operating TowneBank | -280.80 |
| Bill | 02/29/2024 | 5018768088 | 205 · Accounts Payable | -1,293.23 |
| Bill Pmt -Check | 02/29/2024 | 10883 | 126 · Operating TowneBank | -1,293.23 |
| Blackstone Publishing | | | | |
| Bill | 02/29/2024 | 2140878 | 205 · Accounts Payable | -36.24 |
| Bill | 02/29/2024 | 2141640 | 205 · Accounts Payable | -61.46 |
| Bill Pmt -Check | 02/29/2024 | 10884 | 126 · Operating TowneBank | -97.70 |
| Cengage Learning, Inc./Gale | | | | |
| Bill | 02/21/2024 | 83843731 | 205 · Accounts Payable | -95.97 |
| Bill Pmt -Check | 02/21/2024 | 10855 | 126 · Operating TowneBank | -95.97 |
| Center Point Large Print | | | | |
| Bill | 02/21/2024 | 2073758 | 205 · Accounts Payable | -49.14 |
| Bill | 02/21/2024 | 2074330 | 205 · Accounts Payable | -142.02 |
| Bill Pmt -Check | 02/21/2024 | 10856 | 126 · Operating TowneBank | -191.16 |
| Bill | 02/29/2024 | 2081262 | 205 · Accounts Payable | -216.33 |
| Bill Pmt -Check | 02/29/2024 | 10885 | 126 · Operating TowneBank | -216.33 |
| Charter Communications | | | | |
| Bill | 02/21/2024 | 177213501020724 | 205 · Accounts Payable | -4,576.12 |
| Bill Pmt -Check | 02/21/2024 | 10857 | 126 · Operating TowneBank | -4,576.12 |
| Demco, Inc. | | | | |
| Bill | 02/29/2024 | 7439945 | 205 · Accounts Payable | -924.14 |
| Bill | 02/29/2024 | 7440664 | 205 · Accounts Payable | -37.92 |
| Bill | 02/29/2024 | 7439167 | 205 · Accounts Payable | -646.13 |
| Bill Pmt -Check | 02/29/2024 | 10886 | 126 · Operating TowneBank | -1,608.19 |
| Dodson Pest Control | | | | |
| Bill | 02/21/2024 | 956679235 | 205 · Accounts Payable | -46.00 |
| Bill Pmt -Check | 02/21/2024 | 10858 | 126 · Operating TowneBank | -46.00 |
| Dominion Energy Virginia | | | | |
| Bill | 02/29/2024 | 3233130008 2.29.2024 | 205 · Accounts Payable | -1,224.54 |
| Bill Pmt -Check | 02/29/2024 | 10887 | 126 · Operating TowneBank | -1,224.54 |
| Faronics Technologies | | | | |
| Bill | 02/21/2024 | 240594 | 205 · Accounts Payable | -1,974.00 |
| Bill Pmt -Check | 02/21/2024 | 10859 | 126 · Operating TowneBank | -1,974.00 |
| H2O To Go | | | | |
| Bill | 02/29/2024 | Acct 7825 2.29.2024 | 205 · Accounts Payable | -83.50 |
| Bill Pmt -Check | 02/29/2024 | 10888 | 126 · Operating TowneBank | -83.50 |
| Latorial Faison | | | | |
| Bill | 02/21/2024 | RL 3.7.2024 | 205 · Accounts Payable | -500.00 |
| Bill Pmt -Check | 02/21/2024 | 10860 | 126 · Operating TowneBank | -500.00 |

Blackwater Regional Library Library Bills February 2024

| Type | Date | Num | Account | Amount |
|--|------------|----------------------|---------------------------|------------|
| Midwest Tape | | | | |
| Bill | 02/21/2024 | 505023976 | 205 · Accounts Payable | -1,471.71 |
| Bill Pmt -Check | 02/21/2024 | 10861 | 126 · Operating TowneBank | -1,471.71 |
| Bill | 02/29/2024 | 505088143 | 205 · Accounts Payable | -2,887.45 |
| Bill Pmt -Check | 02/29/2024 | 10889 | 126 · Operating TowneBank | -2,887.45 |
| OCLC Inc | | | | |
| Bill | 02/21/2024 | 1000172738 | 205 · Accounts Payable | -841.46 |
| Bill Pmt -Check | 02/21/2024 | 10862 | 126 · Operating TowneBank | -841.46 |
| Overdrive, Inc | | | | |
| Bill | 02/21/2024 | 03100CO24036445 | 205 · Accounts Payable | -860.37 |
| Bill | 02/21/2024 | 03100CO24038793 | 205 · Accounts Payable | -2,165.46 |
| Bill | 02/21/2024 | 03100DA24040097 | 205 · Accounts Payable | -689.00 |
| Bill | 02/21/2024 | 03100DA24045148 | 205 · Accounts Payable | -65.00 |
| Bill | 02/21/2024 | 03100DA24047081 | 205 · Accounts Payable | -649.24 |
| Bill Pmt -Check | 02/21/2024 | 10863 | 126 · Operating TowneBank | -4,429.07 |
| Bill | 02/29/2024 | 03100DA24053545 | 205 · Accounts Payable | -310.42 |
| Bill Pmt -Check | 02/29/2024 | 10890 | 126 · Operating TowneBank | -310.42 |
| PermaCard | | | | |
| Bill | 02/21/2024 | 224238-1 | 205 · Accounts Payable | -91.20 |
| Bill Pmt -Check | 02/21/2024 | 10864 | 126 · Operating TowneBank | -91.20 |
| Petty Cash | | | | |
| Bill | 02/21/2024 | 2.21.2024 Petty Cash | 205 · Accounts Payable | -463.18 |
| Bill Pmt -Check | 02/21/2024 | 10865 | 126 · Operating TowneBank | -463.18 |
| Bill | 02/29/2024 | 2.29.2024 Petty Cash | 205 · Accounts Payable | -184.29 |
| Bill Pmt -Check | 02/29/2024 | 10891 | 126 · Operating TowneBank | -184.29 |
| Queen B's Cleaning Service | | | | |
| Bill | 02/29/2024 | 1520 | 205 · Accounts Payable | -857.20 |
| Bill Pmt -Check | 02/29/2024 | 10892 | 126 · Operating TowneBank | -857.20 |
| QuickBooks Payroll Service | | | | |
| Liability Check | 02/14/2024 | | 126 · Operating TowneBank | -37,968.80 |
| Liability Check | 02/28/2024 | | 126 · Operating TowneBank | -36,630.63 |
| Sentara Health Plans | | | | |
| Bill | 02/29/2024 | 8667828 | 205 · Accounts Payable | -10,206.00 |
| Bill Pmt -Check | 02/29/2024 | 10893 | 126 · Operating TowneBank | -10,206.00 |
| Smithfield Center | | | | |
| Bill | 02/29/2024 | 5680 | 205 · Accounts Payable | -150.00 |
| Bill Pmt -Check | 02/29/2024 | 10894 | 126 · Operating TowneBank | -150.00 |
| Southampton County | | | | |
| Bill | 02/29/2024 | Acct 46 2.15.2024 | 205 · Accounts Payable | -55.00 |
| Bill Pmt -Check | 02/29/2024 | 10895 | 126 · Operating TowneBank | -55.00 |
| Southampton County (1) | | | | |
| Bill | 02/29/2024 | 2024-02 | 205 · Accounts Payable | -434.25 |
| Bill Pmt -Check | 02/29/2024 | 10896 | 126 · Operating TowneBank | -434.25 |
| Southampton Cty Treas, Cynthia J. Edwards | | | | |
| Liability Check | 02/15/2024 | 10848 | 126 · Operating TowneBank | -1,801.61 |
| Liability Check | 02/15/2024 | 10849 | 126 · Operating TowneBank | -25.00 |
| Liability Check | 02/29/2024 | 10875 | 126 · Operating TowneBank | -1,801.61 |
| Liability Check | 02/29/2024 | 10876 | 126 · Operating TowneBank | -12,802.20 |
| Liability Check | 02/29/2024 | 10877 | 126 · Operating TowneBank | -25.00 |
| Southside Gas Service, Inc. | | | | |
| Bill | 02/29/2024 | 19994 | 205 · Accounts Payable | -951.32 |
| Bill Pmt -Check | 02/29/2024 | 10897 | 126 · Operating TowneBank | -951.32 |
| T & A Repairs, LLC. | | | | |
| Bill | 02/21/2024 | 33702 | 205 · Accounts Payable | -253.88 |
| Bill Pmt -Check | 02/21/2024 | 10866 | 126 · Operating TowneBank | -253.88 |
| The Tidewater News | | | | |
| Bill | 02/29/2024 | 21237 2.29.2024 | 205 · Accounts Payable | -49.00 |
| Bill Pmt -Check | 02/29/2024 | 10898 | 126 · Operating TowneBank | -49.00 |
| Total Business Solutions | | | | |
| Bill | 02/21/2024 | 285939-0 | 205 · Accounts Payable | -519.90 |
| Bill Pmt -Check | 02/21/2024 | 10867 | 126 · Operating TowneBank | -519.90 |
| TowneBank/Card Services | | | | |
| Bill | 02/21/2024 | 6457 0001 2.13.2024 | 205 · Accounts Payable | -8,435.15 |
| Bill Pmt -Check | 02/21/2024 | 10868 | 126 · Operating TowneBank | -8,435.15 |
| Unique Management Services, Inc. | | | | |
| Bill | 02/21/2024 | 6121997 | 205 · Accounts Payable | -361.15 |
| Bill Pmt -Check | 02/21/2024 | 10869 | 126 · Operating TowneBank | -361.15 |
| Verizon (1) | | | | |
| Bill | 02/21/2024 | 961660704 2.9.2024 | 205 · Accounts Payable | -159.90 |

Blackwater Regional Library Library Bills February 2024

| Type | Date | Num | Account | Amount |
|---------------------------------|------------|---------------------|---------------------------|-----------|
| Bill Pmt -Check | 02/21/2024 | 10870 | 126 · Operating TowneBank | -159.90 |
| Bill | 02/29/2024 | 624106825 2.22.2024 | 205 · Accounts Payable | -57.72 |
| Bill Pmt -Check | 02/29/2024 | 10899 | 126 · Operating TowneBank | -57.72 |
| Verizon Wireless | | | | |
| Bill | 02/21/2024 | 9956214366 | 205 · Accounts Payable | -2,840.71 |
| Bill Pmt -Check | 02/21/2024 | 10871 | 126 · Operating TowneBank | -2,840.71 |
| Virginia State Police | | | | |
| Bill | 02/21/2024 | D Lindsay | 205 · Accounts Payable | -20.00 |
| Bill Pmt -Check | 02/21/2024 | 10872 | 126 · Operating TowneBank | -20.00 |
| Xerox Financial Services | | | | |
| Bill | 02/21/2024 | 5389135 | 205 · Accounts Payable | -1,598.72 |
| Bill Pmt -Check | 02/21/2024 | 10873 | 126 · Operating TowneBank | -1,598.72 |

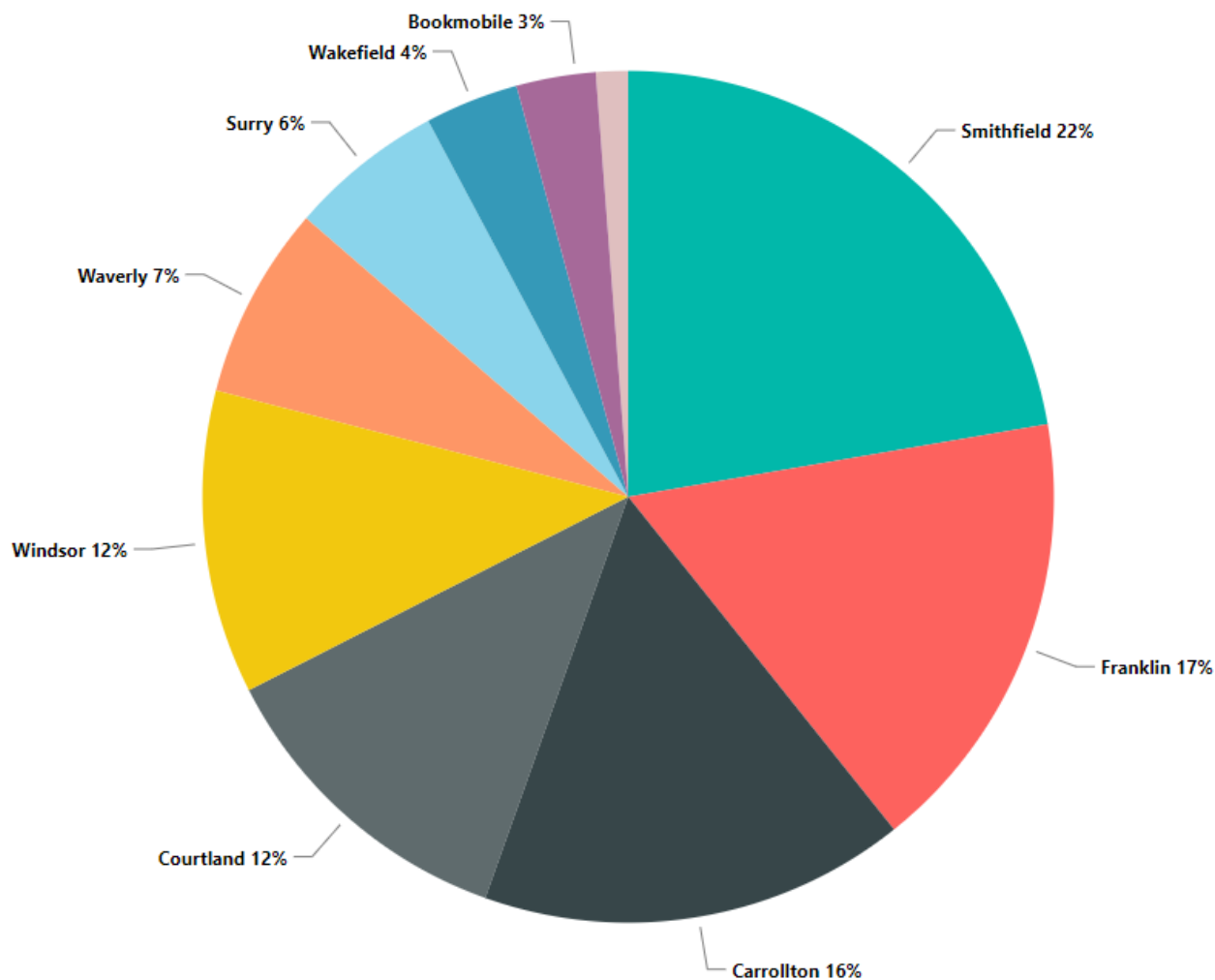


Franklin, Isle of Wight, Southampton, Surry, and Sussex
www.blackwaterlib.org

February 2024

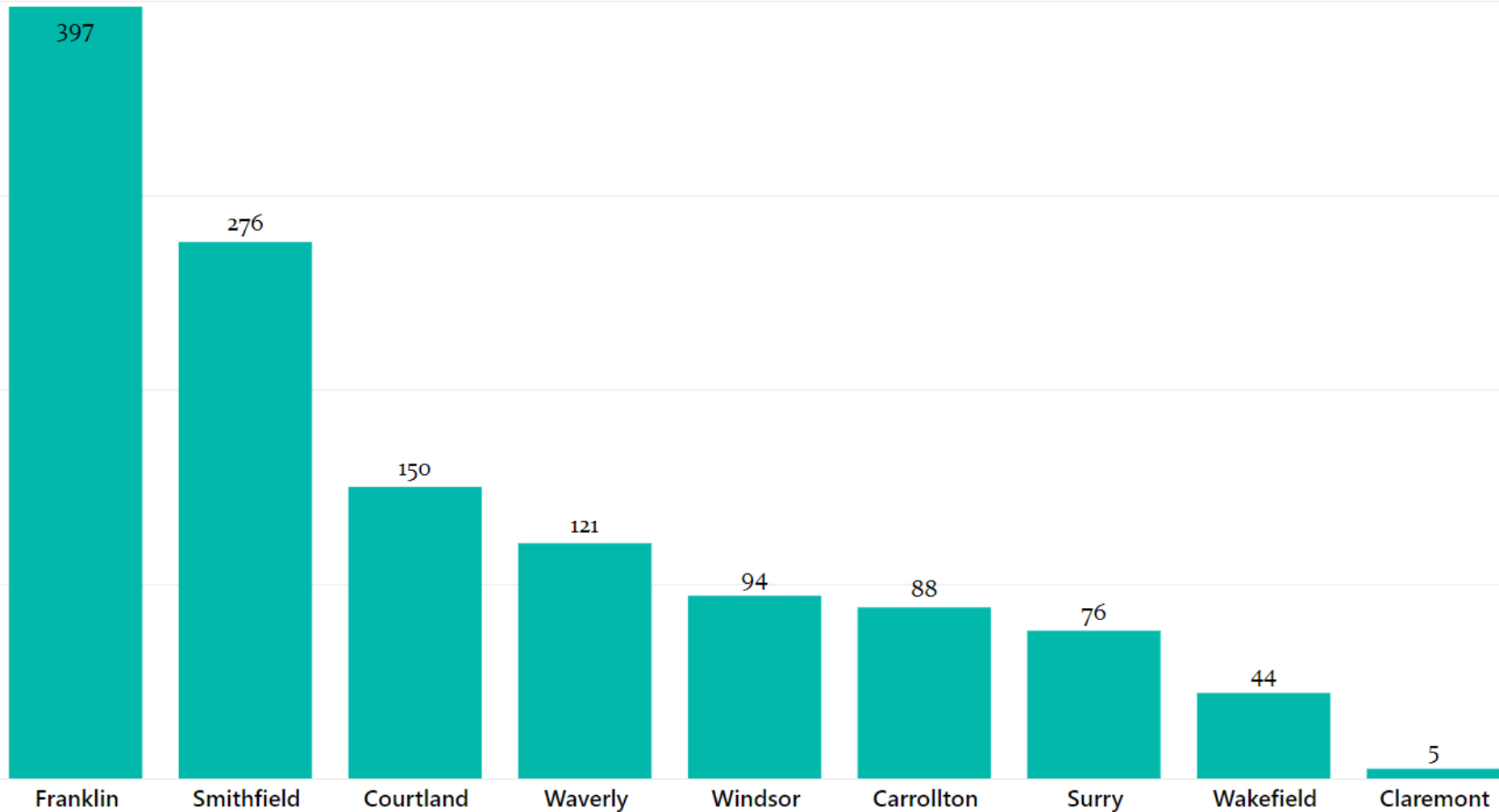
Statistics

Monthly Report: Patron Count

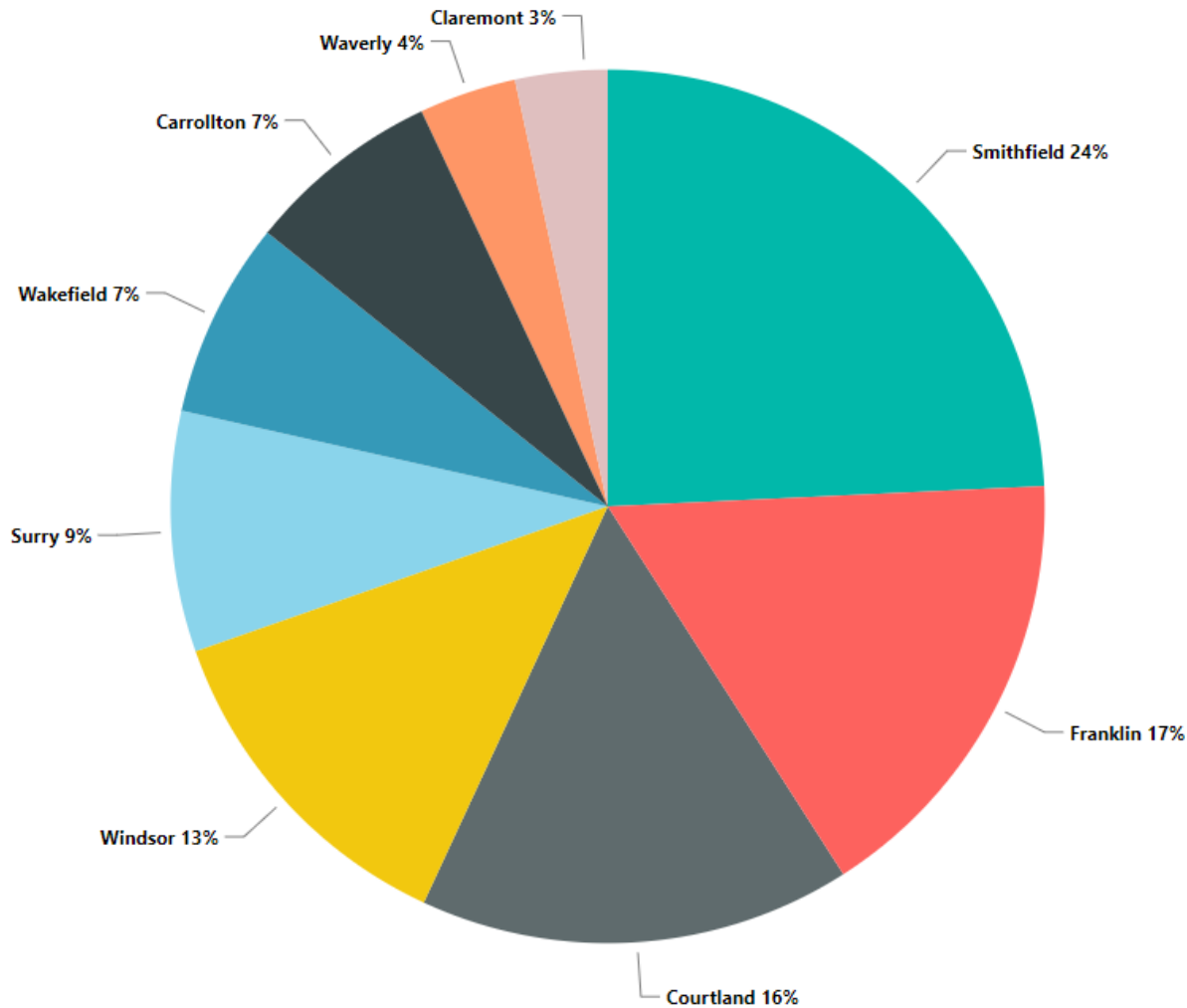


| Branch | Patron Count |
|--------------|--------------|
| Bookmobile | 417 |
| Carrollton | 2241 |
| Claremont | 169 |
| Courtland | 1669 |
| Franklin | 2354 |
| Smithfield | 3084 |
| Surry | 813 |
| Wakefield | 492 |
| Waverly | 1015 |
| Windsor | 1595 |
| Total | 13849 |

Monthly Report: In-House Internet

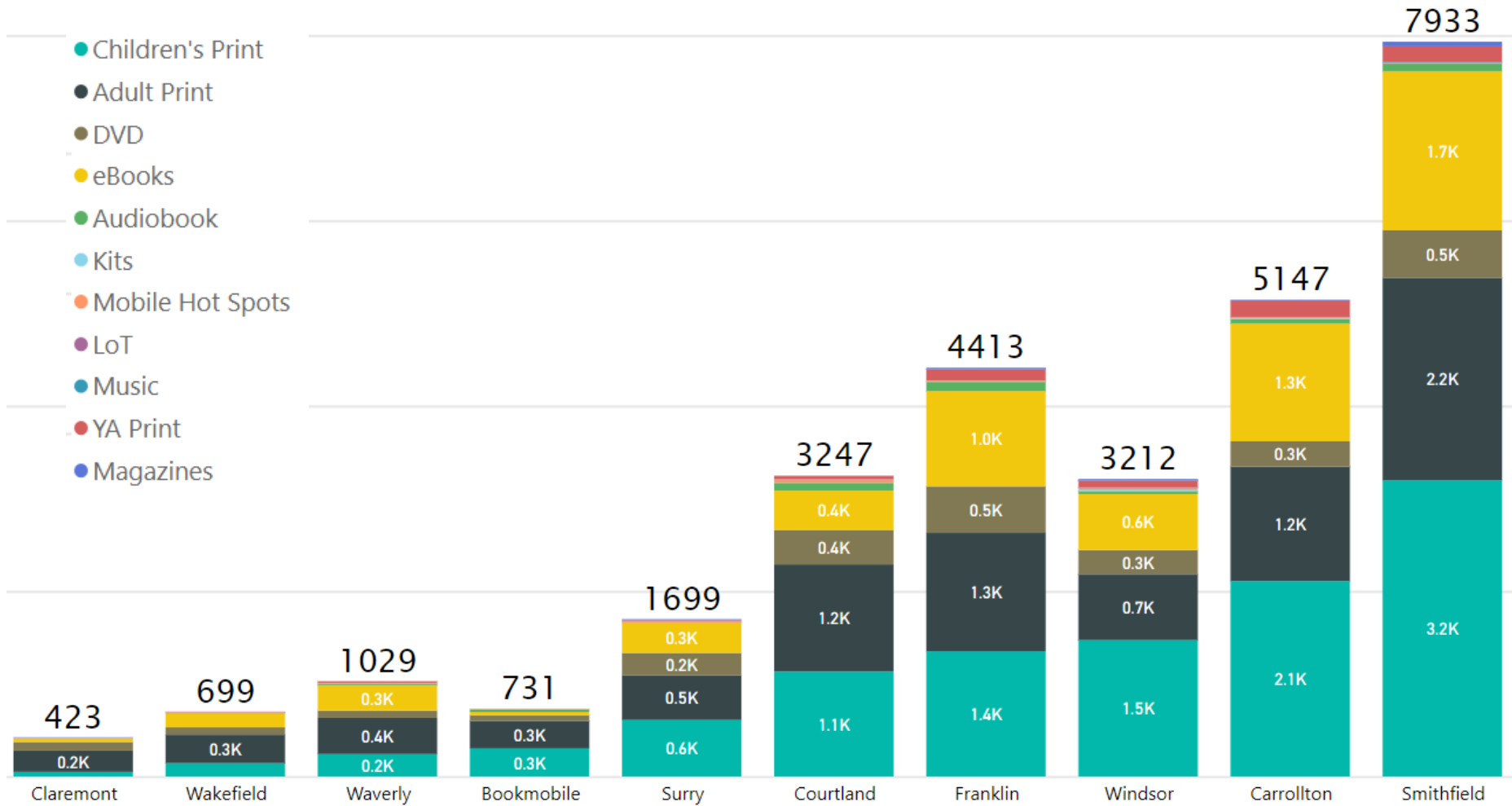


Monthly Report: WiFi Use



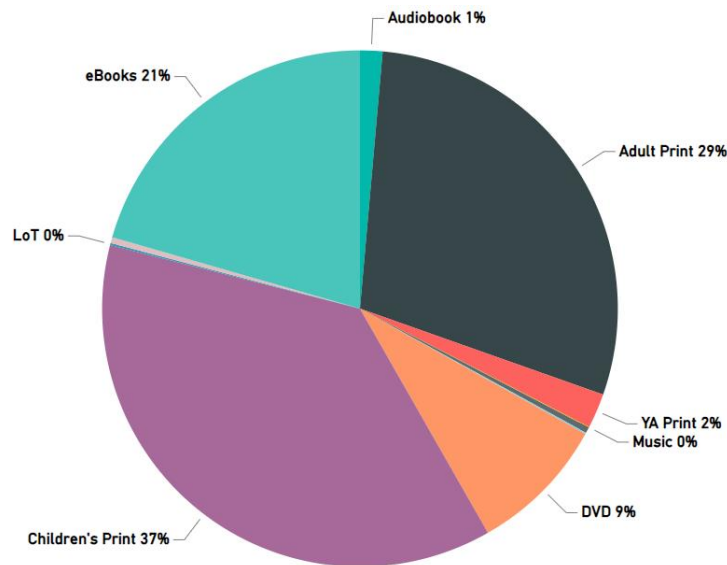
| Branch | Wireless Internet Usage |
|--------------|-------------------------|
| Carrollton | 114 |
| Claremont | 54 |
| Courtland | 253 |
| Franklin | 264 |
| Smithfield | 384 |
| Surry | 141 |
| Wakefield | 115 |
| Waverly | 57 |
| Windsor | 201 |
| Total | 1583 |

Circulation Report: By Branch

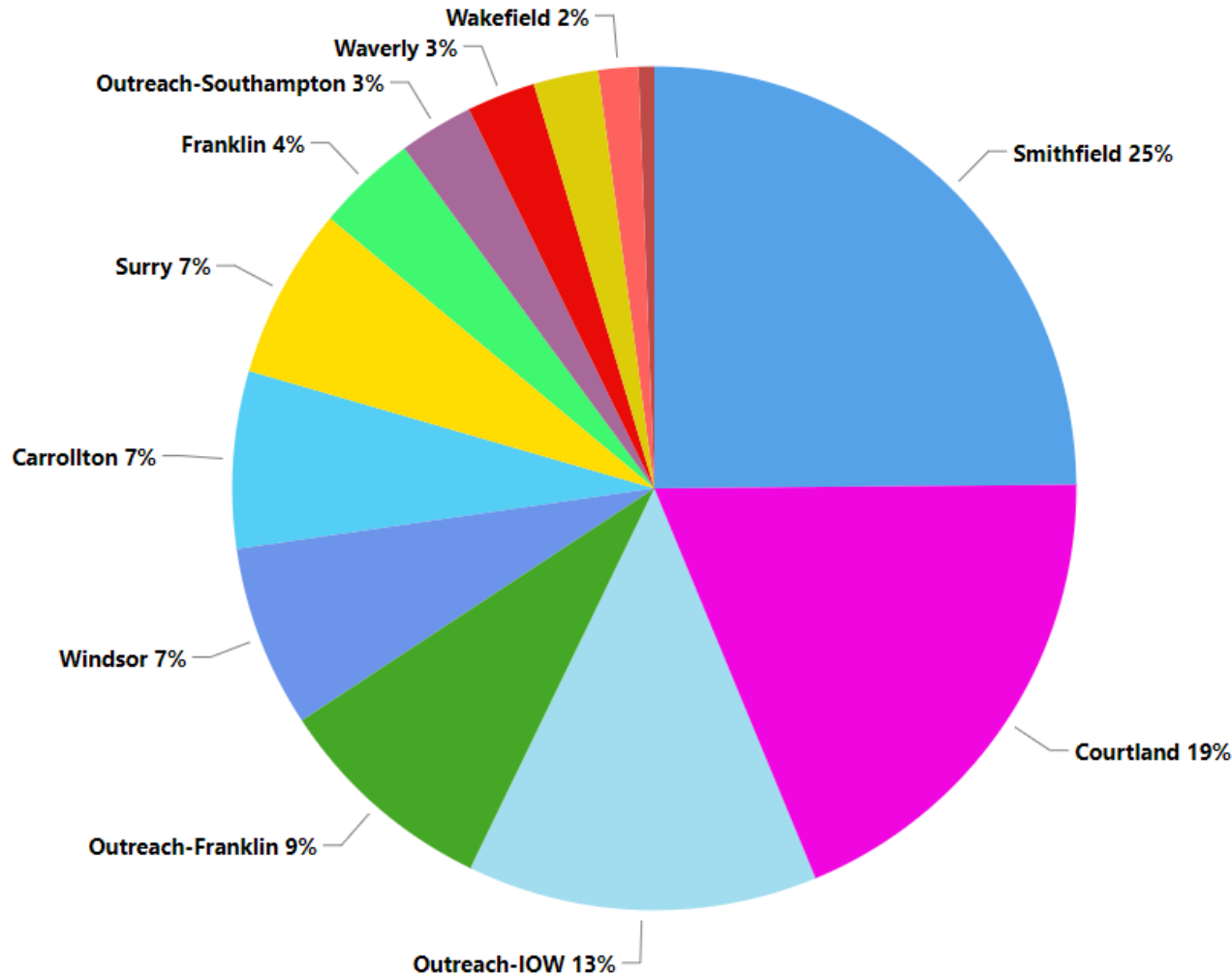


Circulation Report: Type by Branch

| Location | Adult Print | Children's Print | DVD | Audio-book | Kits | YA Print | Music | LoT | Magazines | eBooks | Mobile Hot Spots |
|--------------|-------------|------------------|-------------|------------|-----------|------------|-----------|-----------|------------|-------------|------------------|
| Bookmobile | 297 | 305 | 61 | 29 | 0 | 1 | 0 | 0 | 0 | 33 | 5 |
| Carrollton | 1236 | 2110 | 273 | 50 | 6 | 177 | 0 | 6 | 9 | 1270 | 10 |
| Claremont | 227 | 52 | 94 | 1 | 0 | 1 | 0 | 3 | 5 | 38 | 2 |
| Courtland | 1155 | 1134 | 373 | 85 | 0 | 36 | 0 | 6 | 0 | 424 | 34 |
| Franklin | 1278 | 1353 | 502 | 101 | 0 | 120 | 0 | 3 | 18 | 1027 | 11 |
| Smithfield | 2185 | 3199 | 513 | 82 | 0 | 168 | 9 | 8 | 49 | 1715 | 5 |
| Surry | 484 | 611 | 239 | 1 | 0 | 13 | 1 | 2 | 9 | 325 | 14 |
| Wakefield | 309 | 144 | 78 | 4 | 0 | 9 | 0 | 0 | 0 | 153 | 2 |
| Waverly | 390 | 243 | 78 | 16 | 0 | 20 | 0 | 3 | 0 | 272 | 7 |
| Windsor | 713 | 1472 | 261 | 32 | 18 | 77 | 0 | 3 | 17 | 604 | 15 |
| Total | 8274 | 10623 | 2472 | 401 | 24 | 622 | 10 | 34 | 107 | 5861 | 105 |

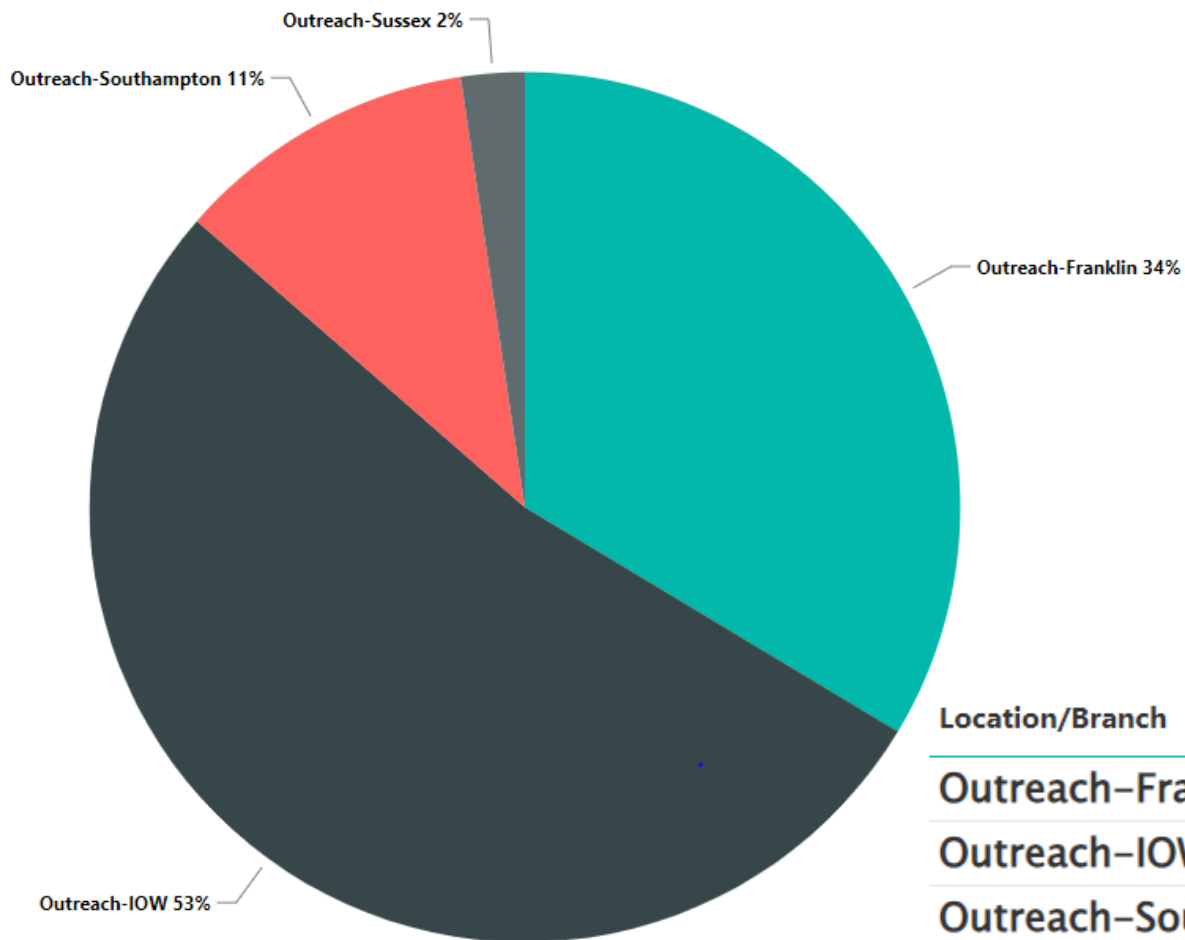


Program Report: Total Participation



| Location/Branch | Count |
|----------------------|-------------|
| Carrollton | 181 |
| Claremont | 66 |
| Courtland | 504 |
| Franklin | 103 |
| Outreach-Franklin | 228 |
| Outreach-IOW | 358 |
| Outreach-Southampton | 76 |
| Outreach-Sussex | 16 |
| Smithfield | 663 |
| Surry | 175 |
| Wakefield | 41 |
| Waverly | 70 |
| Windsor | 186 |
| Total | 2667 |

Outreach Report: Programs



| Location/Branch | Outreach Programs | Attendance |
|----------------------|-------------------|------------|
| Outreach-Franklin | 4 | 228 |
| Outreach-IOW | 10 | 358 |
| Outreach-Southampton | 5 | 76 |
| Outreach-Sussex | 1 | 16 |
| Total | 20 | 678 |

STAFFING AND WORKSHOP REPORT

Staffing Update March 2024 Blackwater Regional Library

New Hires

Promotions

Transfers

- Jennifer Young, Library Assistant – Carrollton branch

Separations

- Bethany Campbell, Library Assistant – Carrollton branch
- Brianna Adams, Senior Library Assistant – Outreach Services

Vacancies

- Senior Library Assistant – Outreach Services

STAFFING AND WORKSHOP REPORT

Training Sessions – February 2024

Isle of Wight County staff completed a total of 1 training

Surry County staff completed a total of 1 training

Central Office staff completed a total of 1 training

2/21/2024 – Level Up Your Library with AI: Practical Uses for Library Staff and Patrons – Practical Applications of AI for Library Staff and Patrons

In recent years, the integration of Artificial Intelligence (AI) technologies has revolutionized various industries, including libraries. Libraries serve as hubs of knowledge dissemination, and the implementation of AI tools can enhance efficiency, accessibility, and user experience for both library staff and patrons. This webinar explored the practical uses of AI in libraries, leveraging insights from ChatGPT, GEMINI, CoPilot Claude, and Perplexity.

1. AI-Powered Cataloging and Metadata Management: AI tools such as GEMINI and CoPilot and Claude can assist library staff in cataloging and managing metadata. These tools can automatically classify, tag, and organize library resources based on their content, facilitating easier navigation and search for patrons. By leveraging natural language processing (NLP) algorithms, these AI systems can analyze and understand textual information, helping staff streamline the cataloging process and ensure accurate metadata representation.

2. Intelligent Recommendation Systems: AI-driven recommendation systems play a crucial role in enhancing patron experience by providing personalized recommendations based on their interests, borrowing history, and browsing behavior. ChatGPT and Perplexity models can analyze user queries and interactions to offer relevant book suggestions, articles, or research materials. These systems not only foster discovery but also promote engagement with library resources, ultimately enriching the overall patron experience.

3. Virtual Reference Assistance: AI-powered chatbots, such as ChatGPT, can be integrated into library websites and digital platforms to provide virtual reference assistance round the clock. These chatbots can answer frequently asked questions, help patrons navigate library services, and provide real-time support for research inquiries. By leveraging machine learning algorithms, chatbots continuously improve their responses and adapt to user queries, ensuring efficient and reliable assistance for patrons regardless of their location or time zone.

4. Automated Content Curation and Discovery: AI algorithms can analyze vast amounts of data to curate relevant content and facilitate discovery for patrons. By employing techniques such as natural language understanding and content clustering, AI models can identify thematic connections, recommend related materials, and curate collections tailored to specific user interests or research topics. This automated content curation process not only saves time for library staff but also enhances the discoverability of library resources for patrons.

5. Accessibility and Inclusivity: AI technologies play a pivotal role in promoting accessibility and inclusivity within libraries. Through text-to-speech and speech recognition capabilities, AI systems enable patrons with visual or auditory impairments to access and interact with library resources effectively. Additionally, AI-driven translation services facilitate multilingual support, allowing patrons to access information in their preferred language. By prioritizing accessibility, libraries can ensure equitable access to knowledge for all members of the community.

STAFFING AND WORKSHOP REPORT

The practical applications of AI in libraries empower both staff and patrons by enhancing efficiency, accessibility, and user experience. From automated cataloging and recommendation systems to virtual reference assistance and content curation, AI technologies augment traditional library services, making information more accessible and discoverable. As libraries continue to evolve in the digital age, embracing AI-driven solutions will be essential to meet the diverse needs of patrons and foster lifelong learning in communities worldwide.

2/22/2024 – Once Upon an Adventure: Practical Tips for Gathering Stories to Promote your Library (CSLP) - This webinar discussed multiple ways to highlight and promote your library's impact on the community. The presenter, Angela Hursh, mentioned how many patrons are often eager to share their stories about how the library has impacted them personally. It is very important to highlight the purpose of our library in the community, and patrons' stories are a perfect way to do so. As Angela mentioned, "people don't buy what you do, they buy why you do."

There are four important aspects of library marketing storytelling, which include the characters (patrons/staff), the complication (what problems the patrons may be facing), the turning point (how the library was able to help), and the resolution (spotlighting the outcome.) When describing your library's impact in statistics, mention the stats throughout the story, not just as a single blurb and/or paragraph. Infographics are also very useful in displaying statistics. There are also two powerful ways to share your library's success stories – by using the "patron as hero" dynamic, or "story of self". Using the patron as a hero can be very beneficial when highlighting patron stories on social media. Story of self can be used for highlighting which issues matter to you as a librarian. These issues can be considered common ground with your audience. When gathering your patrons' stories, be sure that they are specific and use examples, and ask questions about their experiences with the library. Also be sure to ask permission to use their stories and their names, or ask if they wish to remain anonymous. These stories can be posted to social media, printed and highlighted throughout your library, or sent in to local papers or news outlets.

These were just a few of the ways that Ms. Hursh mentioned to share the impact of the library and to get your patrons' stories heard. I feel as though this was a good webinar that shared useful marketing information!

2/29/2024 – Live Demo: Meet Orange Dot Studio - Orange Dot Studio is an agency housed within OrangeBoy that provides support when Savannah Libraries do not have the time or staff to analyze data, create reports, update strategic plans, send customer surveys, or evaluate performance.

Join us to discover the possibilities of partnering with Orange Dot Studio to bring your library projects to life. Our expert team has helped countless libraries achieve their goals through custom data analysis projects, DEI measurement, customer surveys, and other innovative projects. From utilizing our cutting-edge solutions like Market Watch, a Savannah module that can showcase your service area through GIS mapping and layer census indicators, to launching Strategic Marketing Campaigns, we've got you covered!